

## Australian College of Business Intelligence

Deferment, Suspension and Cancellation Policy

### Policy and Procedures Manual

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#### Issue History

DATE	REVISION DETAILS
04/07/18	Policy created based on changes on National Code 2018
01/05/2021	Policy reviewed by ACBI Management team

## 1. Introduction

Under the National Code of Practice for Regulation Authorities and Providers of Education and Training to Overseas Students 2018 Standard 9, students may request to defer, suspend or cancel their overseas student enrolment. However, the Australian College of Business Intelligence can deny a student's ability to defer, suspend or cancel their enrolment if it goes against the College's policies.

Reasons for suspending or cancelling a student's enrolment can include compelling and compassionate circumstances, breach of visa conditions, failure to pay fees or misbehaviour. This may have consequences on the student's visa.

Before the College suspends or cancels a student's enrolment, they must notify the student in advance to allow the student 20 working days to access the College's grievances and complaints procedure. The student's details must be updated on the Provider Registration and International Student Management System (PRISMS) Database.

## 2. Definitions

Definitions	
Cancellation	Termination of studies
Deferment	Putting the commencement of studies on hold temporarily

## 3. Procedure

<b>1. Student initiated deferrals or cancellations of enrolment</b>	<ul style="list-style-type: none"> <li>- Will only be granted for compelling and compassionate reasons               <ul style="list-style-type: none"> <li>o This may affect the student's visa and students will be notified of this</li> <li>o Students will be directed to the Department of Home Affairs for further information regarding potential changes to enrolment statuses or student visas</li> </ul> </li> <li>- This includes serious illness, injury, bereavement of close family members, major political upheaval, natural disaster, or traumatic experience</li> <li>- The College will report the suspension to PRISMS</li> <li>- The College will maintain documentary evidence on the student's file</li> </ul>
<b>2. Student initiated suspensions</b>	<ul style="list-style-type: none"> <li>- Will only be granted for compelling and compassionate reasons</li> </ul>

	<ul style="list-style-type: none"> <li>○ This may affect the student's visa and students will be notified of this</li> <li>○ Students will be directed to the Department of Home Affairs for further information regarding potential changes to enrolment statuses or student visas</li> <li>- The College will report the suspension to PRISMS</li> <li>- The College will maintain documentary evidence on the student's file</li> <li>- If a student is granted a suspension for an extended period and still remains in Australia throughout the time of the suspension, then the College may make the suspension conditional upon regular communication and meetings with the College if there are concerns about the student's welfare and support network</li> </ul>
<p><b>3. Assessing requests for deferment or suspension of studies</b></p>	<ul style="list-style-type: none"> <li>- Each application will be examined individually by the Director of Studies or Student Support, in which the final decision will be made by them</li> <li>- All applications will be considered and decided upon 10 working days in which the student has launched by the student</li> </ul>
<p><b>4. Exclusion from class</b></p>	<ul style="list-style-type: none"> <li>- The College will exclude a student from class upon misbehaviour by the student against the College's Student Code of Conduct <ul style="list-style-type: none"> <li>○ If the student is provided with homework or other works of study, they are required to continue with these academic requirements regardless of their exclusion of study</li> <li>○ This will not be recorded on PRISMS but will be recorded on attendance records</li> </ul> </li> </ul>
<p><b>5. Suspension of studies as issued by the College</b></p>	<ul style="list-style-type: none"> <li>- The College may issue a suspension of studies for a student that has been deemed misbehaving against the College's Student Code of Conduct <ul style="list-style-type: none"> <li>○ Students will be directed to the Department of Home Affairs for further information regarding potential changes to enrolment statuses or student visas</li> </ul> </li> <li>- If the student has special circumstances, the student must adhere to the conditions as set out by their suspension but is dependent on welfare and</li> </ul>

	accommodation arrangements
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	<ul style="list-style-type: none"> <li>- Suspensions will be recorded on PRISMS</li> <li>- Before the College can suspend the student's enrolment the student must be notified of the College's intention and allowed 20 working days to access the College's complaints and grievances process</li> <li>- Once the internal complaints and grievances is complete, the College is then able to report to PRISMS, but until then, the student's enrolment is maintained</li> </ul>
<p><b>6. Cancellation of enrolment</b></p>	<ul style="list-style-type: none"> <li>- A student's enrolment may be cancelled for the following conditions:           <ul style="list-style-type: none"> <li>o Failure to pay course fees</li> <li>o Misbehaviour against the College's Student Code of Conduct</li> <li>o Behaviour that is against or limits other student's welfare eg. missing student, medical concerns, abandoned studies, bullying</li> <li>o Breach of course progress requirements</li> <li>o Breach of attendance requirements</li> </ul> </li> <li>- The College must notify the student of its intention to report which will provide the student 20 working days to access the complaints and grievances process           <ul style="list-style-type: none"> <li>o During this process, the student's enrolment is preserved and will not be cancelled until the internal complaints process is complete</li> <li>o If the student fails to access the complaints and grievances process, then the College will continue to cancel the student's enrolment</li> </ul> </li> </ul>

<p><b>7. Non-commencement of studies</b></p>	<ul style="list-style-type: none"> <li>- If a student fails to start their course within two weeks of the course starting date, the College will recognise this as a student who has not commenced their studies</li> <li>- Students will be notified of the risk of defaulting their course           <ul style="list-style-type: none"> <li>o Students who have failed to commence study by the fifth working day after the starting date will have a default recorded on their CoE on PRISMS</li> <li>o If a student fails to commence their studies by midday Friday of the second week then the classes after the agreed starting date, a course variation will be processed indicating that the student has failed to commence their studies and their CoE will be cancelled</li> <li>o Alternatively, if the student does commence</li> </ul> </li> </ul>
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	<p>study by midday Friday of the second week then the default will be removed</p>
<p><b>8. Complaints and Grievances Policy</b></p>	<ul style="list-style-type: none"> <li>- Student requested deferment and suspension are not subject to the Complaints and Grievances Policy</li> <li>- Exclusion from class is subject to the College’s Complaints and Grievances Policy</li> <li>- Suspensions and cancellations issued by the College are subject to the College’s Complaints and Grievances Policy <ul style="list-style-type: none"> <li>o If the student fails to access the Complaints and Grievances Policy in time then the College will proceed to cancel or suspend the enrolment on PRISMS</li> <li>o If the student has accessed the policy within the 20 working days given then the cancellation or suspension will not be reported on PRISMS during the process</li> </ul> </li> <li>- The final decision is ultimately decided upon by the Director of Studies or Student Support</li> </ul>
<p><b>9. How the student’s CoE will be affected on PRISMS when reported</b></p>	<ul style="list-style-type: none"> <li>- If the deferment or suspension does not impact the end date of the CoE then there is no change to the CoE or enrolment <ul style="list-style-type: none"> <li>o The CoE status continue to say ‘studying’ however the notice of deferment or suspension will be recorded in PRISMS and sent to the Department of Home Affairs</li> </ul> </li> <li>- If the deferment or suspension does impact the end date of the CoE then the CoE will be cancelled and will be replaced with a new CoE consistent with the new dates</li> <li>- If the College does not know when the student will return then it will not create a new CoE until notified of their intended date of return</li> <li>- If the student’s enrolment is cancelled permanently then the CoE will be ‘cancelled’</li> </ul>